

## TOOLS OF THE TRADE

### Carry-on bag

**Name** Suzie Lawlor.

**Job** Cabin crew.

**Why is it important?** I sign on in Melbourne, fly around for the day and end up in Melbourne. My carry-on bag holds absolutely everything I might need; it holds a lot more than just my hairbrush. I have a high-visibility vest for walking on the tarmac, a service guide and, as a manager, I also have paperwork such as duty reports. A report has to be filled out for every single flight, noting everything from delays through to a passenger being sick. Every cabin-crew member also has to carry oven gloves for taking passengers' food out of the oven. There's not much room for my own things. I do occasionally put a bag of lollies in – on a long day flying, the sugar hit usually helps – and I keep a change of clothes in case of an unexpected overnight stay.

**What do your colleagues think?**

Mostly, we carry the same items. We've all got tags with the logo and our names on them, but when we're finishing work we have to check them to make sure we're not taking home someone else's stuff.

**Unusual moment?** I've had a passenger take my carry-on bag by accident. I had it in the lockers and as I was saying goodbye, I saw a passenger rolling it down the aisle. Everyone has black bags! Now I keep my eye on it a little more.

**How much does it cost?** Free. It's part of my uniform. If a crew member turned up without it, I'd be asking them why.

SUE WHITE



**Ahead of the pack ... Suzie Lawlor.**